



The Best of Oregon

Code Services Program

Enhance neighborhood livability and the quality of life
Protect the health and safety of the community
Preserve property values

Customer Service Model

Complaint Driven. Waiting for citizens to complain takes discipline, but it puts the priorities of citizens first. Because we're not out patrolling the community looking for violations, we can respond quickly to our citizens' priorities - within one day for health & safety issues, three days for all others.

Voluntary Compliance. This "reactive" approach enhances voluntary compliance because businesses and residents are more cooperative when peers or neighbors have complained than when a government employee has observed a code violation and initiated a "proactive" case.

Solution Oriented. We look for solutions to problems, whether or not there is a code violation.

Open and Accessible. Complaints are accepted from all sources, including anonymous, police, public works, and other public agencies. 50% of complaints come in by phone, 27% over the Internet.

Example of Results

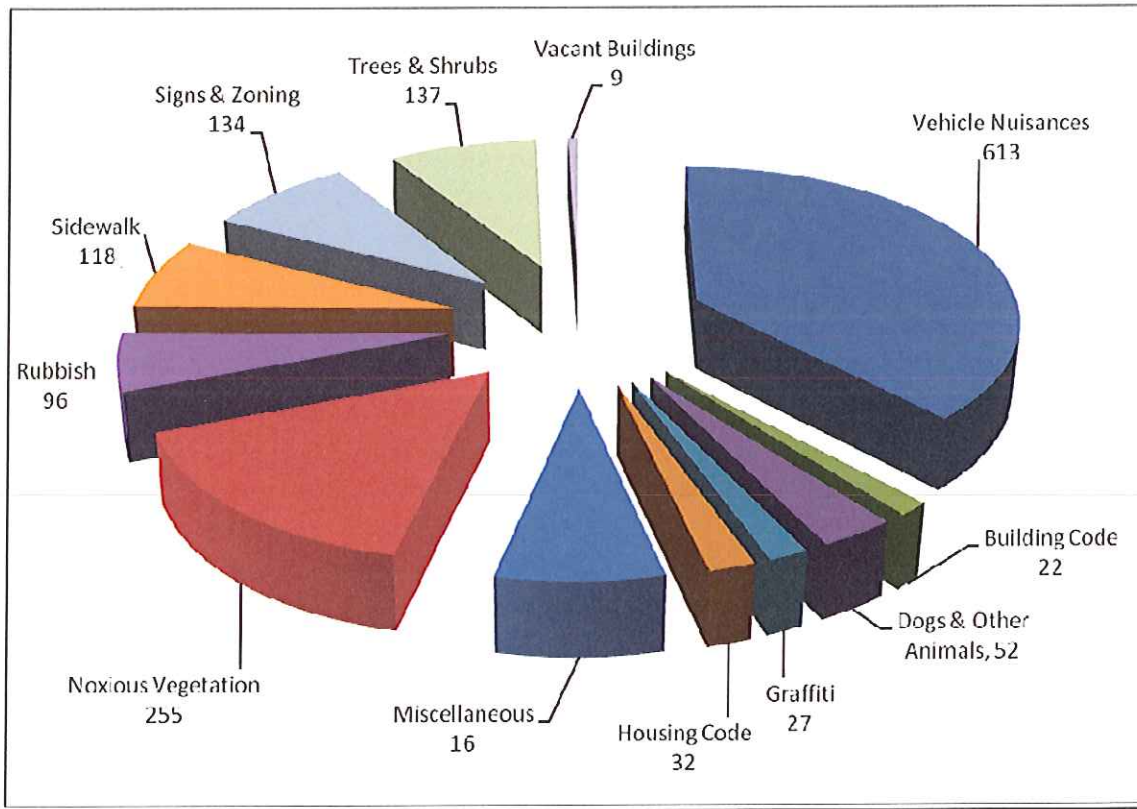
An elderly widow had a free-standing garage building that was in danger of collapse. She was unable to stabilize the structure or board it up herself, and financially unable to demolish it until later in the year. After evaluating the issues and constraints, Officer Mark Bennett requested assistance from a community business partner – Horizon Restoration. Horizon Restoration had the building stabilized and boarded up **the same day!** The homeowner was very surprised and grateful for the free help, as were the neighbors who called in the complaint!

Resources

- Two full-time professional staff, .25 FTE extra help for summer
- Total program budget = \$271,762
- Cost per case = \$170 (\$271,762 budget/1,611 cases)
- Program cost per resident per year = \$3.11 (\$271,762 budget/87,400 population)

Scope and Volume of Services in 2010

2,649 complaints received ~ 11 complaints per workday
1,611 cases investigated
3,135 field inspections conducted ~ 13 per workday
1 out of every 33 residents calls Code Services each year



27 civil infraction citations issued
11 abatements conducted
+35 vehicles towed
73 cases not resolved voluntarily = 95% voluntary compliance rate

Innovations

- Good Citizen Awards – refrigerator magnets awarded after voluntary compliance
- Sidewalk Repair Grant Program – 50% reimbursement for tree root damage
- Neighborhood Pride Awards Program (proposed for next year) - highlight the best-maintained properties in two blighted neighborhoods
- Pedal Power – bicycle response in the downtown central core
- On-line Problem Reporting - www.beavertonoregon.gov
- Paperless Office – case files stored in Access database, few paper files kept